

DEPARTMENT OF THE ARMY
HEADQUARTERS, _____ BATTALION
FORT GORDON, GA 30905

SUBJECT: Family Support Group Standard Operating Procedures

1. PURPOSE: This SOP outlines the purpose, mission, objectives, responsibilities, organization, duties, and operations of the _____ Battalion Family Support Group Program.

2. OBJECTIVES:

- A. This SOP provides guidance on establishing and sustaining Family Support Groups (FSGs) within the _____ Battalion. The FSG will operate within the scope and direction of the _____ Battalion Constitution and Bylaws.
- B. The objective of the unit Family Support Group is to support the military mission through support, outreach, and information to family members. The Family Support Group will also promote esprit d'corps, enhance unit morale and readiness, and provide monetary means to discharge certain obligations.

3. MISSION: The mission of the _____ Battalion Family Support Group includes:

- A. Provide an opportunity for family members to mutually support and assist one another.
- B. Develop and operate systems to provide information and education programs, welcome and orient new families, promote involvement, and prevent isolation.
- C. Interact with military family members, the unit commander, and the rear detachment commander or military POC at the unit and higher levels.
- D. Help involve families in unit activities.
- E. Refer family needs that cannot be met by the FSG to the appropriate unit, installation, or community resources.
- F. Provide information to families who remain in the local area while soldiers serve unaccompanied tours.
- G. Assist the unit in developing and evaluating mobilization and deployment handbooks. Ensure all family members have deployment handbooks and installation and unit telephone directories.
- H. Abide by _____ Constitution and Bylaws as developed by the _____ Battalion Family Support Group.

4. RESPONSIBILITY: The _____ Battalion Family Support Group is the direct responsibility of the Battalion and Company Commanders. The establishment, administration, operation

and dissolution of the FSG is under the general supervision of the Steering Committee as approved by the Battalion Commander. The success of the program depends on the active participation of the soldiers and family members of the unit.

5. ORGANIZATION:

- A. The _____ Battalion Family Support Group will establish a Battalion Steering Committee which will meet once a month. The Battalion Steering Committee will consist of the following:

(1) Officers

President	Battalion Commander
Vice President	Battalion Executive Officer
Recording Secretary	Volunteer or Battalion S1
Treasurer	Battalion S1 or Adjutant

(2) Designated Members

Military Representatives

Battalion Commander
Battalion Executive Officer
Battalion Command Sergeants Major
Battalion S1 Officer
A Company Commander
A Company First Sergeant
C Company Commander
C Company First Sergeant
HHSC Commander
HHSC First Sergeant

Volunteer Representatives

Battalion Spouse Representatives
A Company Representatives
C Company Representatives
HHSC Representatives

- B. Each Company Commander will establish a Family Support Group for their individual company.
- C. FSG membership includes unit family members (both immediate and extended such as mothers, fathers, aunts, uncles, etc) and soldiers, as well as others interested in the welfare of the members.
- D. There are various levels of member involvement. Two of the most common are volunteers and participants. This distinction is important because commanders may authorize certain reimbursements for incidental expenses for recognized volunteers in the FSG.
- (1) Official Volunteers. FSG volunteers are members of the FSG who donate their time and services to a variety of FSG projects and activities.

- (2) Participants. FSG participants are normally those who participate in FSG activities such as classes, seminars, and social events, but are not actively involved in the planning, managing, or delivery of the activity.

6. DUTIES:

- A. Battalion Commander. The Battalion Commander will be actively involved in the Family Support Group. The Battalion Commander will:
- (1) Ensure command emphasis to the unit level.
 - (2) Ensure soldier, civilian, retiree, and family member access to entitlements, family programs, and family services.
 - (3) Ensure the proper documenting and monitoring of personal affairs' readiness of soldiers.
 - (4) Act as President of the Battalion Steering Committee and preside over the monthly Battalion Steering Committee meetings and over the quarterly Battalion Family Support Group meetings.
 - (5) Perform all duties as prescribed by the _____ Bn FSG Constitution and Bylaws.
 - (6) Appoint all standing and special committee chairmen, unless otherwise stated in the Bylaws.
 - (7) Appoint a Rear Detachment Commander and NCOIC in the event of unit deployment.
- B. Vice President. Perform all duties as prescribed by the _____ Bn FSG Constitution and Bylaws or as directed by the President.
- C. Recording Secretary. The Recording Secretary will:
- (1) Perform duties as prescribed in the _____ Bn FSG Constitution and Bylaws or as directed by the President.
 - (2) Ensure unit Chain of Concern is updated and distributed monthly.
 - (3) Ensure unit social roster is updated and distributed monthly.
- D. Treasurer. The Treasurer will perform duties as described in the _____ Bn FSG Constitution and Bylaws or as directed by the President.
- E. Company Commanders. Company Commanders will provide an environment that encourages an effective family support program. Company Commanders will:
- (1) Schedule and conduct monthly Family Support Group Meetings for their respective company. In the event the company deploys, the Company will conduct a special FSG meetings to inform spouses and answer questions.
 - (2) Designate in writing a FSG leader and key volunteers.

- (3) Ensure soldiers and family members within their command understand the purpose, goals, objectives, structure and responsibilities of the unit Family Support Group program.
- (4) Monitor and support the successful organization and operation of the company Family Support Group.
- (5) Serve as a designated member of the Battalion Steering Committee.
- (6) Publish and distribute a unit roster containing names, addresses, and telephone numbers of all soldiers and their families within the unit to FSG leaders and key volunteers IAW AR 25-55.
- (7) Publish and distribute a FSG membership roster containing names, addresses, and telephone numbers of each family in the unit, which will be provided to unit families IAW AR 25-55.
- (8) Publish and distribute a FSG volunteer roster containing the names, addresses, and telephone numbers of each unit volunteer and contact person to members of the unit IAW AR 25-55.
- (9) Utilize the Telephone Network / Chain of Concern when necessary.
- (10) Record volunteer performance and contributions. This includes hours donated, jobs performed, training received, and awards given.
- (11) Notify Family Support Group representatives of all deployed soldiers. Provide current phone number and location, and any special circumstances that warrant attention.
- (12) Ensure that the necessary regulations and standard operating procedures are in place prior to deployment, to include family information sheets.

F. FSG Leaders. FSG Leaders will:

- (1) Communicate with each contact person regularly, and as needed during periods of deployment and sustainment.
- (2) Establish and maintain communication with the chain of command to ensure pertinent information is exchanged.

G. FSG Members. The FSG Members will:

- (1) Will meet regularly to organize activities.
- (2) Coordinate activities with the chain of command.
- (3) Form a link with the military unit.
- (4) Relate soldier and family member concerns to the battalion when appropriate.

H. Contact People. The contact person is a family member volunteer who assumes communication and support responsibility for a group. Contact people will:

- (1) Initiate and maintain basic contact with family members (keep a contact record).

- (1) Contact family members at least once every two weeks, or as needed during deployment, and less often, as appropriate, when soldiers are at home station.
- (2) Distribute accurate, timely information.
- (3) Identify family member concerns and address them to the appropriate organizational level.

7. OPERATIONS: The _____ Bn FSG will conduct operations as established by the _____ Bn FSG Constitution and Bylaws.

8. TRAINING: All attempts will be made for all representatives and volunteers to attend the Army Family Team Building training program administered by the Community Life Center. (see TAB 3 to APPENDIX H)

9. REFERENCE: DA Pam 608-47, 16 Aug 93, A Guide to Establishing Family Support Groups

ATTACHMENTS

APPENDIX A - _____ Bn Family Support Group Constitution
APPENDIX B - _____ Bn Family Support Group Bylaws
APPENDIX C - Battalion Family Support During Contingency Operations
APPENDIX D - Family Support Questionnaire
APPENDIX E - Family Assistance Questionnaire
APPENDIX F - Family Member Contact Record
APPENDIX G - Sample Family Support Group Survey
APPENDIX H - Family Support Plan

APPENDIX A

BN FAMILY SUPPORT GROUP CONSTITUTION

**BATTALION FAMILY SUPPORT GROUP
FORT GORDON, GA 30905
CONSTITUTION**

**ARTICLE I
NAME**

The name of this unofficial activity shall be the _____ Bn Family Support Group (referred to herein as FSG).

**ARTICLE II
OBJECTIVE**

The objective of the Family Support Group shall be to promote esprit d' corps, to enhance unit morale and readiness, and provide monetary means to discharge certain social obligations.

**ARTICLE III
GENERAL PROVISIONS**

Section 1. The _____ Family Support Group is established as an informal fund under the provisions of AR 210-1 and DA PAM 608-47 and its supplements, and exists on the military installation at the discretion and written consent of the Battalion Commander. Such consent shall be contingent upon the following requirements and conditions as appropriate:

- A. That programs and activities conducted do not prejudice or discredit the military service or other agencies of the United States Government.
- B. That activities will not be conducted in the name of the installation or any organization of the Army establishment.
- C. That neither the Army nor a non-appropriated fund as defined in AR 210-1 and its supplements shall assert any claim to the assets of the fund; nor shall the Army or any non-appropriated fund incur any obligations on behalf of or assume any obligation of the fund.
- D. That the FSG will not engage in activities which are in conflict with authorized activities or non-appropriated funds defined in AR 210-1.
- E. That the nature and authorized function of the FSG, together with provisions for proper disposition of residual assets and liabilities upon dissolution, will be established in the Constitution and Bylaws.

- F. That the FSG is self-sustaining and receives no support, assistance, or facilities from the Army, or from defined non-appropriated funds in AR 210-1 and its supplements, except as provided in AR 215-1 and AR 420-80.
- G. That the Battalion Commander has authority to enforce compliance by the FSG with conditions enumerated herein, to inquire into its activities, and to withdraw his/her consent for its existence on this installation if deemed necessary in the interest of the government.
- H. The FSG is and shall be a financially self-sustaining non-governmental organization and constituted, established, and operated by individuals acting exclusively outside the scope of any official capacity as officers, employees, or agents of the government. The FSG is not established nor operated pursuant to authority vested in the Army or any official thereof.

Section 2. The FSG will carry no insurance. Individual members shall incur no liability collectively, but commanders shall raise funds to cover liability in proportion to their size.

ARTICLE IV MEMBERS

Section 1. The Family Support Group exists and operates on behalf of all the soldiers and families of the _____ Bn. Therefore, all battalion soldiers and families are automatically considered members and are represented by the FSG Steering Committee.

Section 2. The FSG fully supports the government's policy on equal opportunity and will not tolerate membership discrimination based on race, color, sex, national origin, or religion (reference paragraph 2-5, AR 210-1, 14 September 1990).

ARTICLE V OFFICERS AND GOVERNING BODY

Section 1. The establishment, administration, operation, and dissolution of the FSG is under the general supervision of the Steering Committee as approved by the Bn Commander.

Section 2. The Steering Committee will be comprised of the following Officers and designated members.

- A. The Officers shall consist of the President, Vice President, Recording Secretary, and Treasurer. The President shall always be the Bn Commander. The Treasurer shall always be the Bn SI officer.
- B. The designated members will consist of:
 - (1) Up to three (3) battalion spouse representatives as selected by the Battalion Commander.
 - (2) Up to three (3) Company representatives as selected by the Fort Gordon Company Commanders. The names of the representatives will be submitted in writing to the Recording Secretary.
 - (3) The Battalion Executive Officer, Battalion Command Sergeant Major, and Fort Gordon Company Commanders and First Sergeants will serve as military representatives to the committee.

Section 3. The officers and designated members shall serve as voting members of the Steering Committee.

Section 4. Members of the Steering Committee are required to read the Constitution and Bylaws. Copies will also be made available to all members of the battalion upon request.

ARTICLE VI ADMINISTRATION

Section 1. The FSG shall be administered in accordance with this approved Constitution and Bylaws and other applicable directives under supervision of the FSG Steering Committee.

Section 2. The FSG Steering Committee shall carry out the purpose and objectives of the FSG in accordance with this approved Constitution and established policies and shall make and enforce such Bylaws as are necessary for its efficient operation.

ARTICLE VII MEETINGS and QUORUMS

Section 1. The FSG Steering Committee shall hold a general meeting monthly.

Section 2. It will be necessary to have a quorum to conduct any order of business at a Steering Committee meeting.

Section 3. It will be necessary to have a quorum to approve motions before the Steering Committee. A quorum shall be defined as at least two thirds present of the FSG Steering Committee. The majority vote of the quorum shall govern.

Section 4. Any member of the Steering Committee may request a special meeting be held.

ARTICLE VIII FINANCES

Section 1. The revenue necessary to pursue the objective described in Article II shall be derived from revenue producing activities entered into by the FSG when required, approved, and conducted under the guidance and supervision of the FSG Steering Committee. All revenue-producing activities shall have prior approval of the Battalion Commander.

Section 2. The treasurer's books shall be subject to audit by a Certified Public Accountant, Licensed Public Accountant, or Public Accountant in accordance with existing regulations.

Section 3. In no event shall the United States Government be held liable, in fact, or in spirit, for any indebtedness incurred by the members of the committee.

Section 4. Under the provisions of AR 210-1, the FSG will maintain a maximum balance in the fund of \$1000.00. Any amount over \$1000.00 can be allocated for expenditure in accordance with Article II of this Constitution or it can be divided up between the Fort Gordon Companies based upon soldier strength and deposited into the MWR accounts of the companies.

Section 5. The FSG Steering Committee may authorize any expenditure of funds in any amount, subject to constraints in AR 210-1, but must leave a minimum balance of \$100.00 remaining in the fund.

Section 6. The FSG Steering Committee shall expressly approve all expenditures essential for the operation of the Family Support Group and shall ensure that all disbursements are within the purpose for which this fund was established and restricted by Section 5 of this article.

ARTICLE IX PROPERTY

The property of this fund shall consist of such articles as may properly come into its possession. The property shall be accounted for by the Treasurer or in accordance with sound business practices using AR 215-1 as a guide.

ARTICLE X RECORDS

Section 1. A historical file consisting of the following permanent records will be maintained by the Recording Secretary:

- A. Original Constitution with all current revisions.
- B. Original Bylaws with all current revisions.
- C. Records of approval of the Constitution and Bylaws and all amendments thereto.
- D. List of all current members.

Section 2. All records of this fund, excluding permanent files and the uncompleted checkbook, will cut off at the end of the calendar year, held at least three (3) years after which time they may be destroyed. The checkbook will be placed with related records when it is completed, using the applicable provisions of AR 25-400 series as a guide.

ARTICLE XI ADOPTION AND AMENDMENTS

Section 1. This Constitution and Bylaws shall become effective upon adoption in a duly constituted meeting of the Steering Committee and a majority vote of the quorum present, upon approval of the Battalion Commander or his representative, and with the concurrence of a JAG representative.

Section 2. All amendments to this Constitution and Bylaws are subject to the following conditions:

- A. That a member desiring to propose an amendment shall present the proposed amendment in writing with his/her signature to the FSG Steering Committee. The FSG Steering Committee shall consider the amendment at its next meeting.
- B. That amendments must be approved by a duly constituted vote of the FSG Steering Committee per Article VII, Section 3 in a duly constituted regular or special meeting.
- C. That amendments are subject to final approval by the Battalion Commander.

Section 3. This Constitution shall supersede all previous constitutions and amendments except that it shall not affect officers elected nor specific agreements and contracts entered into under the terms of the previous constitution until such terms of agreement or contracts shall have reached their expiration dates.

ARTICLE XII
PROCEDURES UPON DISSOLUTION

Upon dissolution by an affirmation vote of a quorum of the FSG Steering Committee, without provision to meet again in the future, the funds and all residual assets and properties (after payment of all liabilities) shall be divided up between the Fort Gordon Companies based upon soldier strength and deposited into the MWR fund for each company.

This constitution was approved by the FSG Steering Committee at a regular meeting held on _____ . In witness thereof the following officers affix their signature:

Signature of President

Signature of Secretary

APPENDIX B

BN FAMILY SUPPORT GROUP BYLAWS

BATTALION FAMILY SUPPORT GROUP BYLAWS

ARTICLE I PURPOSE

The purpose of these Bylaws is to establish procedures for the operation of the Family Support Group and the FSG Steering Committee.

ARTICLE II DUTIES OF OFFICERS

Section 1. The duties of the officers shall be those implied by respective titles, those prescribed by the Constitution and those specified by these Bylaws. An officer having held office for one full term shall be eligible to hold the same office for the following term.

Section 2. President - The President shall preside at the meetings of the FSG Steering Committee and shall be a member (ex-officio) of all committees. All disbursements (checks) in excess of \$400.00 shall be co-signed by the President or Acting President. He shall appoint all standing and special committee chairmen, unless stated otherwise in the Bylaws.

Section 3. Vice President - The Vice President shall assist the President and perform the duties of the President in his absence. He shall perform any other duties that the President may assign. Should the office of President be vacated, he shall assume the duties of that office. The FSG Steering Committee shall then appoint a successor to this office as prescribed by Section 6 of this Article.

Section 4. Recording Secretary - The Recording Secretary shall:

- A. Keep a record of all meetings of the FSG Steering Committee and their proceedings. He will submit a rough draft of these minutes to the President for approval. Committee meeting minutes will include the names of all members with a designation of their presence or absence at each session. He shall ensure the minutes of the committee meetings are made available through Battalion distribution for the general information of all Battalion members.
- B. Be responsible for the administration of any telephone votes as per Article IV of these Bylaws and for properly entering such action and its results in an addendum to the minutes to be read at the next scheduled committee meeting.
- C. Be responsible for maintaining the permanent file as stated in Article X, Section 1, of the Constitution.
- D. Deliver to his successor all records and files of the Family Support Group and the Steering Committee.

- E. In the absence of the President and Vice President from the Steering Committee meeting, call the meeting to order and preside until the election of a temporary chairman is made by the FSG Steering Committee.

Section 5. Treasurer - The Treasurer shall always be the Battalion SI Officer or Adjutant. The Treasurer shall:

- A. Keep an itemized account of all receipts, disbursements, and all supporting vouchers and records.
- B. Collect all accounts receivable, such as any funds accrued by various committees.
- C. Disburse the funds as may be directed by the Steering Committee.
- D. Present a financial report to the Steering Committee each month. The records of account shall be open to inspection by all members of the Battalion.
- E. Use general provisions of ARs 215-1, 215-2 and 215-5 or a similar appropriate record keeping system such as a combination journal/ledger as a guide in maintaining the accounting records.
- F. Sign all contract obligations and disbursements authorized by the Steering Committee. All disbursements shall require two signatures, the Treasurer and one other Officer. Any disbursement over \$400.00 must be signed by the President or Acting President.
- G. Maintain a separate ledger for any company funds held within the FSG account with the following provisions:
 - (1) The companies may withdraw their funds at any time without approval of the FSG Steering Committee.
 - (2) The companies will not earn any interest on the funds placed in the FSG account.

Section 6. With the exception of the offices of President and Treasurer, whose successions are assured, the Steering Committee shall, with a majority vote of a quorum during any duly constituted meeting, fill vacancies occurring in any of the offices.

ARTICLE III STANDING AND SPECIAL COMMITTEES

Section 1. Standing and special committees may be created, changed, or abolished at the discretion of the President with the approval of the Steering Committee.

Section 2. Committee chairmen shall appoint their own committee members. Each standing committee chairman shall be present or be represented at every general FSG Steering Committee meeting or any meeting so designated by the President. Committee chairmen will make a monthly report in writing to the FSG Steering Committee.

ARTICLE IV TELEPHONIC VOTE PROCEDURES

The President will have the authority to request a vote by telephone in the event that:

- A. A quorum was not present at a Steering Committee meeting

- B. An immediate decision of such urgency is required as to preclude a called meeting per Article VII, Section 1, of the Constitution.

A quorum of the Steering Committee must be rendered to reach a decision. The telephonic vote is the responsibility of the Recording Secretary and is to be administered by the Recording Secretary or a designated representative. Each voting member must be informed that this is a voting procedure and must be read the motion under consideration in its complete form. The polling should be conducted with dispatch. All telephonic votes are to be reflected in the minutes as stipulated in Article II, Section 4B, of the Bylaws of the Constitution. The minutes shall include the exact wording of the motion, the names of those voting members who could not be contacted and an exact accounting of the vote results.

ARTICLE V RULES

Section 1. Questions of interpretation of any article in this Constitution and Bylaws will be resolved in accordance with the objectives of the Family Support Group.

Section 2. Parliamentary procedures not specified in the Constitution and Bylaws will follow the Battalion Commander's Rules of Order.

These Bylaws were approved by the FSG Steering Committee at a regular meeting held on _____ . In witness thereof the following officers affix their signature:

Signature of President

Signature of Secretary

APPENDIX C

BATTALION FAMILY SUPPORT DURING CONTINGENCY OPERATIONS

General: To ensure a smooth transition through times of separation, family support plans must be developed and in place prior to a deployment or an extended training exercise. In the event of a deployment, the Rear Detachment and Family Support Groups will become a vital asset.

Role: The role of the Rear Detachment, the Family Support Group, and the Family Assistance Center are limited to the coordination of resources to foster a caring support network for families whose soldiers are away. The Rear Detachment is the primary point of contact for family members who have questions and/or need support during the deployment process. The FSG will be very active during deployment, providing information and mutual support.

Concept of Operations:

During periods of deployment a Battalion Rear Detachment Commander and NCOIC will be appointed. The Rear Detachment Commander is in charge of the unit FSG that is organized to provide mutual support for the unit's family members.

Upon initiation of contingency operations, the _____ Bn will establish a support cell in accordance with local contingency operation plans.

- A. Upon notification of deployment, or within 15 days of no-notice deployments, the Battalion Rear Detachment Commander in conjunction with the Family Support Group, will conduct a Family Support Group deployment briefing. As a minimum the following information will be included:
1. Key military personnel and FSG leaders will be present and introduced to the family members.
 2. Chain of Concern/Telephone Network rosters are updated and distributed to family members.
 3. Family member assistance questionnaires will be filled out and returned (identify special situations).
 4. Point of contact telephone numbers will be distributed to all family members.
 5. Any information pertaining to the deployment will be passed on to family members.
 6. If available, Community Activity representatives will be present to provide information or answer questions.
 7. Every attempt will be made to provide childcare for participants.
 8. Provide a mail address for the deployed soldiers.

- B. The Rear Detachment Commander will:

1. Maintain contact with Family Support Group representatives to ensure the rapid and effective flow of information and support.
2. Conduct a monthly Family Support Group meeting to provide updated information and assistance to family members.
3. Act as President of the FSG in their absence, to include conducting the monthly Battalion Steering Committee meeting.
4. Communicate with Company representatives at least once a week.
5. Interact with family members, the deployed unit commanders, and community activities.
6. The Rear Detachment Commander and support cell will be the point of contact for all issues dealing with financial and administrative matters (i.e. LESs, AER, pay problems, etc.)
7. Perform all duties as prescribed by the Battalion Commander and the _____ Bn FSG Constitution and Bylaws.

Reporting:

The Rear Detachment Commander will be the vital link between the deployed element and the family members. The deployed element will contact the Rear Detachment Commander on all issues dealing with the deployed soldier that needs to be relayed through the family support group channel and vice versa. It is important that the Rear Detachment Commander be informed on all issues to ensure that they can be tracked from start to finish.

APPENDIX D
FAMILY SUPPORT GROUP (FSG) QUESTIONNAIRE

NOTICE for Activities: A Privacy Act Statement must be furnished to the individual before this form is completed.

Name _____
Military member's name _____ Company _____
Home address _____ Phone _____
Work _____

Phone _____
Housing area _____
Children _____
(names and ages)

Are any members of your family in the EFMP? Yes ____ No ____

Do you have transportation? Yes ____ No ____

Do you speak a language other than English? Yes ____ No ____

If so, which language? _____

Do you have any other family in the area? _____

Emergency number of local friend, family, or neighbor. _____

Other than your spouse, who would you notify in case of
emergency? _____

Are you expecting a baby? _____ Due Date _____
Hospital _____

Does your family have any special needs or concerns that would require attention?

Are you willing to assist other family members in your unit? _____

Yes ____ No ____ Telephoning

Yes ____ No ____ Babysitting

Yes ____ No ____ Occasional transportation in your housing area

Yes ____ No ____ Planning Company Activities

Yes ____ No ____ Volunteer to assist for fundraising activities

____ Other

What would you like to see the FSG accomplish?

Do you have any skills/talents that you would be willing to share with a small group?

Do you have any special interests/concerns that a resource person (speaker) could talk about at an FSG meeting?

APPENDIX E
FAMILY ASSISTANCE QUESTIONNAIRE

FAMILY ASSISTANCE QUESTIONNAIRE

PRIVACY ACT STATEMENT

AUTHORITY: Title 10, USC, Section 3012. PRINCIPLE PURPOSE(S): To assist Army Agencies and Commands in their mission of providing care and assistance to families of Service members who are required to be away from their home station. ROUTINE USES: (1) To identify specific problems and service needs of soldiers and their families. (2) To gather data that will assist in the development of appropriate programs and services. (3) To serve as a record of services provided. MANDATORY OR VOLUNTARY DISCLOSURE AND EFFECT ON INDIVIDUAL NOT PROVIDING INFORMATION: Voluntary information is required to assist the individual and his/her family members. Failure to provide the required information could result in a delay in providing assistance to the individual and/or family members.

1. SPONSOR INFORMATION

NAME: _____ GRADE: _____ SSN: _____
ADDRESS: _____
Street City State County Zip
HOME PHONE NUMBER W/AREA CODE: _____

2. MILITARY STATUS: ACTIVE ____ RESERVES ____ NG ____ IRR ____
UNIT: _____ UNIT ADDRESS: _____

3. MARITAL STATUS: SINGLE ____ MARRIED ____ DIVORCED ____
SPOUSE'S NAME: (if applicable) _____

4. CHILDREN: YES ____ NO ____
NAME(S) AGE(S) NAME(S) AGE(S)

5. PRIMARY NEXT OF KIN (PNOK):
NAME: _____ RELATIONSHIP: _____
ADDRESS: _____
Street City State County Zip
HOME PHONE NUMBER W/AREA CODE: _____
NATIVE LANGUAGE SPOKEN BY PNOK/SPOUSE: _____
NEAREST MILITARY INSTALLATION TO YOUR PNOK/SPOUSE: _____

6. EVALUATE POTENTIAL FAMILY PROBLEMS/CONCERNS DURING YOUR ABSENCE:

- a. Medical. Are there special medical needs in your family? Yes ____ No ____
If yes, state problem and assistance needed _____

- b. Financial. What arrangements have been made to provide financial support to spouse/children?
Check to bank (Sure pay) _____ Allotment _____ Other, specify _____

c. Housing. Will your family (spouse/children) relocate as result of this deployment? Yes ____ No ____
If _____ yes, _____ relocation
address: _____

Phone _____ Street _____ City _____ State _____ County _____ Zip
number _____ with _____ area _____ code: _____

If no, are there any concerns about current housing situations? Yes ____ No ____
Specify _____

d. Transportation. Does your PNOK/spouse drive? Yes ____ No ____
Will transportation be a problem during your absence? Yes ____ No ____
If yes,
explain _____

e. Emotional. How is your PNOK/spouse handling this deployment?
Very Well ____ OK ____ Not Well ____

f. Other items of interests/problem areas,
specify _____

7. FAMILY DOCUMENT CHECKLIST. Does your spouse/family members have the following
documents? ID cards? Yes ____ No ____ Power of Attorney? Yes ____ No ____ Family Care Plan? Yes
____ No ____ (single parent, dual-military, pregnant soldiers)

SIGNATURE: _____ DATE: _____

APPENDIX F
FAMILY MEMBER CONTACT RECORD

FAMILY MEMBER CONTACT RECORD

SPOUSE/CALLER DATA

NAME: _____

PHONE No.: _____ ADDRESS: _____

SOLDIER DATA

NAME: _____ RANK: _____

UNIT: _____

REASON FOR CONTACT/CALL:

SPECIAL CONSIDERATIONS:

ACTION TAKEN:

IS FOLLOW-UP REQUIRED: YES _____ NO _____

WHEN? _____ WHAT TYPE? _____

GENERAL:

SPOUSE MOOD:

CALL WAS INITIATED BY WHOM:

DATE/TIME OF CALL: _____

LENGTH OF CALL: _____

APPENDIX G
SAMPLE FAMILY SUPPORT GROUP SURVEY

In an effort to improve support and participation in the _____ Battalion Family Support Group, we request that all family members complete the following survey.

1. What day is the most convenient for you to attend a Family Support Group meeting?

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday
☐ Friday ☐ Saturday ☐ Sunday

2. What time is most convenient for you?

☐ Weekday morning ☐ Weekday Afternoon ☐ Weekday Evening
☐ Weekend morning ☐ Weekend Afternoon ☐ Weekend Evening

3. Has childcare been an issue on whether you attend a FSG meeting?

☐ Yes ☐ No

4. Would you require childcare in order to attend a briefing?

☐ Yes ☐ No

5. What information would you be interested in receiving a briefing or learning more about?

☐ Military Tricare System ☐ Unit Mission ☐ Community Activities
☐ Military benefits ☐ Dental Plan ☐ Army Community Services
☐ Education program ☐ Other _____

6. Would you be interested in attending the following type of unit activity? (mark all that apply)

☐ Horseback Riding ☐ Picnic/BBQ ☐ Dinner social
☐ Sporting event ☐ Rollerskating ☐ Bowling
☐ Waterpark ☐ Bn Fun Run
☐ Other _____

6. What amount would you be willing to pay to participate in a unit function?

☐ Nothing (Free) ☐ Under \$5 ☐ \$5 - \$10
☐ \$10 - \$15 ☐ \$15 - \$20 ☐ Over \$20

7. Would you be willing to help support a fund-raiser to help offset the cost of a unit function?

☐ Yes ☐ No

8. What type of fund-raiser would you like to see or volunteer for?

☐ Pie in the face
☐ Sleep-In day

☐ Selling Flowers
☐ Civ clothes day

☐ Bake Sale
☐ Other _____

☐ Car Wash

APPENDIX H
FAMILY SUPPORT PLAN

DEPARTMENT OF THE ARMY
_____ BATTALION
FORT GORDON, GEORGIA 30905

1998

01 February

MEMORANDUM FOR FAMILY MEMBERS

SUBJECT: Family Support Plan

Dear Family Members,

This booklet has been published to assist you and your family during Field Training Exercises and Company/Battalion deployments. Your welfare and that of your family is important not only to you and your spouse, but also to all of us in the _____ Battalion.

I am certain that your military spouse will enjoy greater peace of mind when he/she knows that there is someone at Fort Gordon who cares about you and your welfare. We suggest you familiarize yourself with this booklet so you will be better prepared during times of separation.

The soldiers of the _____ Bn train hard so that they can successfully defend our country. In order to accomplish this mission, they often deploy away from their families for various periods of time. These periods of separation are a necessary hardship associated with their profession. Please accept my thanks for your understanding and cooperation while they continue to train to become the best unit in the United States Army.

Commanders Signature Block

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I. INTRODUCTION

It is important that soldiers and family members keep themselves involved in all the aspects of managing the families' personal affairs. This will provide peace of mind for both the soldier and their family knowing that they are prepared for the possibility of separation.

There are various activities and unit sponsored events that Fort Gordon and the _____ Bn host. We suggest that families' acquaint themselves with other unit members and members of the community during their everyday life to develop an adequate support system prior to your spouse or unit deploying. This brief familiarizes you with unit and community activities that are available to you. By becoming involved, you not only help yourself, but other members of the unit and community.

II. COMPANY-LEVEL FAMILY SUPPORT

Companies conduct monthly family support group activities during garrison operations to foster unit cohesion and support. In preparation for unit deployment, each company will conduct a family member information briefing prior to deployment. Each spouse is highly encouraged to attend, as this will be a great opportunity to have your questions answered. In addition to briefings, Family Support representatives from your company, or the Rear Detachment Commander/NCOIC, will provide support and information to you.

III. BATTALION LEVEL FAMILY SUPPORT

A. _____ BN AND THE FAMILY SUPPORT GROUP. The _____ Bn, in conjunction with the _____ Bn FSG, sponsors various activities to develop a support mechanism as part of the military lifestyle. In an effort to keep families informed, the _____ Bn supports the following activities.

1. Telephone Network (often called the Telephone Tree or Chain of Concern). The Telephone Network / Chain of Concern (COC) exists to deal with various situations which may arise during a sponsor's absence. Every company within the unit has representatives who have volunteered to help when needed. Contact people use the telephone network to convey information, concern, and support to family members, especially during deployment. Should a problem arise, family members should call the "Chain of Concern" representatives in their company. If the FSG representative is unable to solve the problem, call the company or battalion representatives. During deployments, the Rear Detachment Commander is also available to handle any problems which arise.

2. Quarterly Family Orientations are held by the Battalion to inform spouses of the unit's current and future plans. Additionally, they are a forum for briefings by installation representatives from Housing, ACS, Community Activities, etc.

3. Organization Day: This event is held every year and is sponsored by the battalion to celebrate the activation and organization of the battalion. Activities are held for both soldiers and family members.

This event is an excellent opportunity for family members to mingle with other families and have some fun. This is one of the most successful gatherings that the battalion sponsors.

4. Holiday Children's Parties: The battalion and the Battalion Family Support Group sponsor Children's Parties for the battalion's children. Parties include a Children's Christmas Party, Easter Party, and Halloween Party.

5. The Battalion Newsletter: _____, published by the battalion, is used to keep families informed of battalion training events and activities.

6. Spouse Coffees: These get-togethers offer fun activities as well as support, friendship and a place to turn to for help and direction. They are held by the Companies, Battalion and/or as an all-spouse activity.

B. REAR DETACHMENT. In the event of a battalion deployment, the battalion will organize and operate a Rear Detachment Element, or support cell. The element will conduct support activities for the deployed unit, and with the assistance of the Family Support Group representatives, will also act as liaison between the unit and the family.

IV. PREPARING FOR DEPLOYMENT:

A. ADMINISTRATIVE PLANNING.

1. In preparation for deployment, soldiers should ensure that their spouse has important documents readily available. TAB 1 is a list of important documents which you will need if your spouse is deployed.

2. If you leave Fort Gordon for an extended period of time, take the phone numbers of the Chain of Concern representatives and the _____ Bn phone numbers in case an emergency arises and you require assistance. Likewise, leave a phone number for your destination with a battalion representative, so you can be reached in the event of an emergency.

3. If a situation arises which requires the sponsor's presence at home, contact the Red Cross at 1-877-272-7337. The representative will ask for the full name of the service member, social security number, organization and the nature of the emergency. The Red Cross will then notify the commander and make a recommendation. Without Red Cross verification of the problem, the commander will not grant emergency leave.

4. Before your spouse departs, obtain the proper deployment mailing address at the family support briefing, or from the company or Battalion Headquarters. You may also drop mail off or pass information to the field and or deployment location, by contacting the Rear Detachment Commander/NCOIC.

B. FINANCIAL PLANNING.

1. To prevent financial difficulties during a period of separation, families should coordinate financial issues prior to deployment

2. The soldier and spouse should thoroughly plan a budget to cover all expenses during the deployment (refer to TAB 2) A few options available include:

a. Have your sponsor start a support allotment that is enough to cover all basic needs, such as housing, utilities, food and car expenses. The allotment will be deducted from your sponsor's pay and sent

to you at your home address each month or directly into your own bank account. Make these arrangements before your sponsor leaves.

b. Open a joint checking account. If you use this option make sure each understands how the money is to be spent.

c. Remember that when the sponsor is gone, the bills must still be paid. Ensure that you have a list of all expenses and enough money to cover them. Choose the option that is best for you, but make sure everything is coordinated to prevent any problems from occurring.

3. A power of attorney is also very important when dealing with financial matters. It may be needed when handling joint account paperwork. Ensure that the businesses that you are dealing with will accept a power of attorney for your spouse, some do not. A call to the business prior to deployment could settle unanswered questions.

4. While your spouse is deployed if you have questions regarding their pay and what is on their LES, you can contact the Rear Detachment Commander or NCOIC and they will assist you in the matter. LESs will be available through the Rear Detachment support cell.

C. PROPERTY MATTERS PLANNING. The following should be taken into consideration prior to deployment.

1. CAR.

- a. Proper periodic maintenance services such as oil changes, lubrication, air conditioner, etc.
- b. Renewal of insurance policies if necessary.
- c. Renewal of post registration (windshield sticker) if required.
- d. Renewal of Inspection sticker if required.
- e. Identify the phone number and addresses of local service stations in the event repairs are needed.
- f. Location and availability of car registration.

2. HOUSE. Before your sponsor leaves, be sure you know the location and use of the following:

- a. Electrical control (fuse/switch) box, including/providing each type of fuse that might be required.
- b. Water control valve for shut-off in case of emergency, such as a broken pipe.
- c. Gas control valve for shut-off in case of emergency, such as leaking gas or fire.

3. CRIME PREVENTION. Be extremely security conscious. Check all locks on doors and windows and be sure you know where all keys are located. Close windows and lock doors when you go out. Replace all broken glass and light bulbs that are not working.

If a repairman or any salesman requests to enter your home, ask for identification. Then verify it by phone before you allow them to come in. If anything unusual occurs, call the Military or Civilian Police immediately.

Military Police on post (non-emergency)	791-4380/2681
Military Police on-post (emergency)	911
Civilian Police (Off-post)	911

If you plan to stay with family or friends during the deployment, you should stop or redirect your mail, newspapers and other deliveries. In addition, ask a neighbor to turn your lights on in the evening or buy a timer to turn on lights automatically so your house looks occupied. Inform a trusted neighbor to watch your house and you can also call your local police to request they drive by occasionally to check on it.

D. LEGAL PLANNING - The Fort Gordon Claims and Legal Assistance Divisions of the Office of the Staff Judge Advocate are here to serve you and your family's legal needs. These legal services are confidential and at no charge to eligible persons. Prior to deployment the soldier and spouse should visit the Legal Assistance Office and prepare the following documents:

1. **WILL.** All active duty service members and their family members are advised to have a will. A military attorney will prepare one free of charge. If, in the event of a death and there is no will, in most cases the state decides who the beneficiaries are and how your children will be cared for. In some states, if you do not have a will, the state gets all of your assets. In addition, the Legal Assistance Office can also prepare a living will in the event you feel it is necessary.

2. **POWER OF ATTORNEY.** We recommend a general or special power of attorney be made to accomplish certain specific tasks such as selling a home, vehicle or accomplish a large financial transaction. This document provides your spouse with the ability to act in your behalf in financial matters.

3. **NOTARY PUBLIC.** Legal Assistance can assist with notary services. Paperwork should be reviewed and if anything needs to be notarized it should be accomplished prior to deployment.

Legal Assistance Office - Legal Assistance is located in building 29718, on "B" Street near Rice Road. Appointments can be made by calling 791-7812 or by visiting the office. Walk-ins are seen from 0730-1100 on Wednesdays.

Claims Office - The Claims office is located in building 29718, on "B" Street near Rice Road. Appointments can be made by calling 791-6542 or by visiting the office.

E. DENTAL/MEDICAL CARE

1. **DENTAL CARE.** The _____ Bn receives Dental Care at Snyder Dental Clinic at Brainard and 25th St. Family member dental care is provided by the United Concordia Plan. Your sponsor is required to enroll in this program in order for you to receive benefits. Your sponsor can enroll by completing a form in their company orderly room. There will be a monthly premium, with the amount varying depending on whether you participate in the individual or family plan. We strongly recommend that you join the Plan to meet your dental needs. Information about dental care can be obtained by calling 787-5716 or 787-6105.

2. **MEDICAL CARE.** Medical care is provided under the TRICARE program. Under TRICARE, family members have two basic choices for seeking medical care: (1) the "**Enrolled**" Choice (TRICARE Prime) and (2) the "**Non-Enrolled**" Choice (TRICARE Extra/TRICARE Standard). Active duty members must enroll their family members in TRICARE.

a. "**Enrolled**" Choice (TRICARE Prime). This choice provides the most comprehensive health care benefits to the patient at the lowest cost. TRICARE Prime guarantees priority access to care at the

military treatment facility. If your family elects TRICARE Prime, you must enroll through the TRICARE Service Center located in Eisenhower Army Medical Center. You may disenroll your family from TRICARE Prime after 12 months of enrollment. If enrolled in TRICARE Prime appointments can be made by calling 787-7300.

b. "Non-Enrolled" Choice (TRICARE Extra/TRICARE Standard). This choice allows family members to seek medical care from any physician of their choice in the civilian community. The "Non-Enrolled" Choice is more costly than the "Enrolled" Choice. TRICARE Extra allows family members to use civilian physicians who belong to a TRICARE provider network and have agreed to accept lower fees. You will pay an annual deductible and 15% of the remaining and future bills. TRICARE Standard allows family members to see any civilian physician of their choice. You will also pay an annual deductible and 20% of the remaining and future bills. Under these plans family members may continue to use military facilities on a space-available basis, however, obtaining appointments will be difficult. Military pharmacy benefits are not affected by this choice. Family members may continue to use military pharmacies to get civilian prescriptions filled, provided the pharmacies stock the medications.

3. For TRICARE information or appointments you can call the Eisenhower Service Center at 1-800-444-5445 or visit the TRICARE Services Office at Eisenhower Army Medical Center. For additional information you can call the Health Benefits Advisor at 787-6261. If you have problems with the Health Services you receive you can call the Patient Representative Office at 787-4656 or the Patient Service Center at 787-1472.

F. DEERS AND IDENTIFICATION CARDS

1. DEERS ENROLLMENT. DEERS is the Defense Enrollment Eligibility Reporting System. Enrollment in DEERS is essential to ensure the family member is taken care of while the soldier is away. If they are not, medical care could be denied. DEERS enrollment is completed at the Identification Card Section, Room 161, Darling Hall. For additional information call 791-3337. Hours of operation are Mon, Tue, Wed, & Fri, 0730-1530 and from 0915 to 1715 on Thursdays.

2. IDENTIFICATION CARDS. The Identification (ID) Card section is located in room 161, first floor, of Darling Hall. Sponsors should check all family members ID cards prior to leaving. If the card expires while they sponsor is deployed, all attempts should be made to renew it prior to departure. Additional information can be obtained by calling the ID card section at 791-4721. Hours of operation are Mon, Tue, Wed & Fri, 0730-1530 and from 0915 to 1715 on Thursdays.

V. COMMUNITY AGENCIES AVAILABLE: Fort Gordon provides many community activities that are beneficial to both the soldier and their families. We suggest you become familiar with the services and activities available to you to better prepare you and your family in the event of separation.

A. RELIGIOUS ACTIVITIES. Fort Gordon offers many spiritually oriented activities for families and single soldiers. Worship services for many faiths, Bible study groups, music programs and retreat ministries are offered. A schedule of worship services on Fort Gordon is published each week in the Signal.

The _____ Bn falls under the _____ Bn for Chaplain support. If assistance is needed they can be reached by calling 791-_____. There is a Chaplain who is on call during non-duty hours. If Chaplain support is required during non-duty hours, contact the Center Duty Officer at 791-6471, who will contact the on-call Chaplain. Additional information on religious activities should be directed to the Brigade Chaplain Office at 791-_____ or the Religious Information Center at 791-4683/2311.

B. ARMY COMMUNITY SERVICE. The Army Community Service (ACS) is a worldwide program, designed as a source of information and assistance in solving problems. A few of the key programs offered include information on relocation, employment, housing, financial matters, and the Family Advocacy Program. To obtain more information on ACS or ways you can help call 791-3579. ACS information can also be obtained via the internet at www.gordon.army.mil/acs.

1. Relocation Services. The relocation program is designed to assist and support soldiers and families during their moves from one community to another. Information can be obtained on community activities on Fort Gordon and other installations around the world. For families who have just relocated to the area, ACS has a lending closet, which provides basic household goods on a loan basis. In addition, relocation services host newcomers' orientation to familiarize families with the services and facilities available to them on Fort Gordon. For more information call 791-3579.

2. Employment Assistance Program. The Employment Assistance Program provides information and assistance regarding employment opportunities in the surrounding area. Services include a job bank, individual counseling, workshops and resume assistance. Call 791-3579 for more information.

3. Consumer Affairs and Financial Assistance. This program offers financial information and education. Classes offered include basic financial management, budgeting, car buying, and check writing. Additional information on classes, publications, or to make an appointment call 791-4454/3371/4181/3579.

4. Family Advocacy Program. The Family Advocacy Program offers many services to aid soldiers and their family members in maintaining the family. Services provided include emergency shelter, emergency transportation, emergency child care, domestic violence prevention education, Outreach/Home visits, First Steps, International friends meetings, sole parent meetings, new parent support, referrals to community based programs, and crisis intervention and public education. These are just some of the services offered by Family Advocacy Program, to obtain more information call 791-3579 or 791-7557.

5. Lending Closet. The ACS Lending Closet is located in Darling Hall, Room 367. In order to use the lending closet, a copy of orders assigning sponsor to Fort Gordon and ID card are needed. Items are usually loaned for a 30-day period. For more information, or for directions, call 791-3371/4181.

6. Emergency Assistance: ACS can provide transportation, food, and childcare in emergency situations. Call ACS and a caseworker will determine if you are eligible.

C. ARMY EMERGENCY RELIEF. The Army Emergency Relief (AER) Program provides assistance in emergency financial situations. If a situation arises that requires assistance the soldier can contact their unit commander or during times of deployment a family member can contact the Rear Detachment Commander. After duty hours AER assistance is available by calling the Center Duty Officer at 791-4517.

D. RED CROSS. The American Red Cross provides 24-hour service to military personnel and their families. Call 1-877-272-7337. The Red Cross provides emergency communications, counseling, health and safety courses, blood services, and adult and youth volunteer opportunities.

Official Red Cross verification of a situation is necessary in order to have a soldier return home on emergency leave. If a family problem arises, please contact the Red Cross at 1-877-272-7337. Even if you leave the Fort Gordon area, contact the Red Cross at this number.

E. CHILDCARE. Child Development Services operates two child development facilities and a Family Child Care Program on Fort Gordon for children ages 6 weeks to 12 years old. In addition, Child Development Services offers School Age Services at the Youth Center. All children must be properly registered with Child Development Services in building 45400 to utilize the facilities. Whether you need

full-time care or just an occasional break, check into the services offered. For more information on any of the services offered you can call the CDC at 791-4455/4722 or Youth Services at 791-5104.

1. The Child Development Services offers hourly and full-time care for dependent children ages 6 weeks to 6 years old. Care is provided in the Main Child Development Center, building 44401. Hours of operation are from 0515-1800 Mon-Fri. Hourly care is available for up to 20 hours per week and reservations may be made up to two weeks in advance. A drop-in service is offered if availability permits.

2. The Child Development Center Annex, building 33800, is located in the vicinity of Chamberlain Ave. and Rice Rd. This facility houses the Georgia Pre-K program and operates from 0800-1500.

3. Quarters-Based Family Day Care Program (FCC): This program provides care for the parent who prefers the family atmosphere or who needs extended hours care. Care is provided by trained and monitored Family Childcare providers in approved government quarters. The homes operate through contract agreements negotiated between the parents and the providers. A list of providers can be obtained from CDC, building 45400, 791-4455.

4. Youth Services provides many programs for school age children from 6-18 years of age. The wide range of programs are open to family members of military personnel.

a. Youth Services School Age Services is administered from building 45410 during the school year from 0515 to 0830 and 1500 to 1800, Mon-Fri. This program is for the patron who requires before and after school care. Children who ride school buses that serve the installation may participate in this program. It operates full days during school vacations and school holidays. Call 791-5104 for more information.

b. Youth services also offers clubs for both pre-teens and teens, each with its own club council. These clubs offer an active program of dances, games, crafts, and numerous other activities. T-Ball, Baseball, Girls softball, football, basketball, and soccer are just a few of the sports offered to youth. Pine Camp, located at the Fort Gordon Recreation Area, is for family members ages 7 to 13. It is operated from June through August. A Day Camp is also offered for children ages 6 to 13 during spring break and for 10 weeks during the summer.

F. HOUSING. Housing Services include on-post family quarters, community housing referral and relocation assistance, bachelor officer and senior enlisted quarters, and guesthouse accommodations. Services are administered by the Housing Office, building 33720, Darling Hall, 791-4502. Hours of operation are 0730-1600, Mon-Fri. The Family Housing Office staff will counsel eligible service members on the availability of on-post family quarters.

If you are on the waiting list when your spouse is preparing to deploy, you and your spouse **must** go to the Housing Office to update your records indicating the spouse will sign for quarters. If you do not do this and quarters become available, you may be pulled off the housing list because the spouse is ineligible to sign for quarters. Housing will need phone numbers so they can get a hold of you when quarters are available. Call the Housing Office, 791-4502, for more information.

G. TRANSPORTATION. The Transportation Office is located in building 33720, Darling Hall. Hours of operation are 0730-1600, Mon-Fri. Transportation is there to assist you on weight restrictions and allowances, inbound and outbound shipments, and other moving details. If you are expecting to receive household goods while your spouse is deployed, you will need copies of your spouse's orders along with a power of attorney. For additional transportation information call 791-7671.

H. VETERINARY TREATMENT FACILITY. The Veterinary Treatment Facility is available for basic animal care. Services are available to personnel who have a valid identification card which

authorizes medical treatment at a military medical facility. The owner must pay for services rendered at the time of visit, plus a user fee. Hours of operation are Mon-Fri, 0800 to 1100 and 1230 to 1500. The facility is closed the last working day of each month for inventory and on all official holidays. Animals are seen by appointment only due to limited availability of the veterinarian. For appointments or information call 787-7375.

I. CIVILIAN EMPLOYMENT. Civilian employment information is available at Fort Gordon's One-Stop Employment Information Center, located in the Civilian Personnel Office (CPO), building 33720. The center provides information on federal, non-appropriated, and some private sector employment opportunities. The One-Stop Employment Information Center is open to the public from 0800 to 1530, Mon-Fri.

VI. POST FACILITIES.

A. POST EXCHANGE. There are 59 Army and Air Force Exchange System facilities located throughout Fort Gordon to serve the military and their families. The Post Exchange operates retail and food facilities to include barber shops, beauty shops, gas stations, laundry and dry cleaners, a washateria, car wash, shoe repair, flower shop, car rental and optical shop. In addition, the Post Exchange operates catalog, layaway, and check cashing privileges. For additional information on Post Exchange facilities call 793-7171.

B. COMMISSARY. Fort Gordon's main commissary store is located on the 3rd Ave. bypass east of the main Post Exchange. Normal operating hours are Mon-closed, Tue-Wed 1000-1800, Thu-Fri 1000-2000, Sat 0900-1700, and Sun 1100-1700. For additional information on the commissary call 791-3718.

C. POST OFFICE. The Fort Gordon branch of the Augusta Post Office, building 36202, is located at 36th St. and 3rd Ave. Hours of operation are Mon-Fri, 0900 to 1630 and on Saturday, 0900 to 1230.

VII. OFF-POST SUPPORT. There are various programs off-post that can be of service to families in need. The WIC Program provides basic food (formula, milk, cheese, eggs, cereals, juices, etc.) for pregnant women, breastfeeding women, infants, and children under 5. You must have special health needs and meet low-income standards. To find out if your eligible call your local WIC office at:

Residents of Richmond County	724-4214
Residents of Columbia County	541-1318

TAB 1 TO APPENDIX H
IMPORTANT DOCUMENT CHECKLIST

Military families should gather together important documents and safeguard them in a secure file so that they are readily available, if needed. It's important for the soldier and the spouse to jointly organize their important document file so both understand the status and significance of each document.

DOCUMENT	ON-HAND	EXP DATE	LOCATION
Marriage Certificate			
Birth Certificate			
Identification Cards			
Power of Attorney			
Will			
Driver's License			
Auto Registration			
Auto Insurance			
Auto On-Post Registration			
Automobile Title			
Life Insurance Policy			
House Insurance Policy			
Mortgage/Rental Contract			
Health Records			
Dental Records			
Shot Records			
Medical Cards			
Medicine Prescriptions			
Citizenship Papers			
Adoption Papers			
Passports			
Social Security Cards			
Court Orders (Divorce/Child Custody)			
Copy of Emergency Data Card			
Copy of SGLI Form			
Copies of Sponsor's Orders			
Copy of Installment Contracts			
LESs			
Bank Account Numbers			
Checkbook			

AFTB Level II - "Intermediate" is for spouses with 5 to 10 years as military family members. Level II focuses on enhancing relationship building; effective leadership; volunteer management; marketing volunteer experience; management skills (communication, conflict management, understanding needs, crisis and grieving, group dynamics); adapting to change; stress management; intermediate problem-solving; time management; meeting management; networking with community agencies; building a resource and personal library; family support groups; military grade and command structure; benefits, entitlements and compensation; traditions, customs and courtesies, and protocol.

AFTB Level III - "Advanced Training" is for those with more than 10 years. Level III concentrates on effective communications; listening skills; leadership skills; coaching, mentoring and advising; proper use of lessons learned; how to develop presentations; how to plan/conduct a workshop; personality types; motivation; building a cohesive team; advanced problem-solving techniques; group conflict management; effective public/media relations; understanding political issues and the Army.

AFTB Level IV - "Train the Trainer" is for those who wish to become AFTB instructors.

Classes. AFTB training dates are scheduled by the Community Life Center. You must pre-register for each class. All training sessions are held in the AFTB classroom, building 40705, 40th St. and Brainard Ave. For more information and to register, call the Community Life Center at 791-3880 or 791-2820.

TAB 4 TO APPENDIX H HOW TO SURVIVE DEPLOYMENT

HOW TO SURVIVE DEPLOYMENT

1. PLAN FOR DEPLOYMENT BY COMMUNICATING

- a. Express your feelings and encourage others to do the same (I love you; I'll miss you; I'm frightened).
- b. Plan a family activity or a special family time without distractions.
- c. Discuss the budget.
- d. Prepare legal matters (UPDATE THAT V4LI, POWER OF ATTORNEY).
- e. Discuss household and automotive maintenance.
- f. Determine where your family will reside.

2. DEPLOYMENT PRESENTS CHALLENGES AND OPPORTUNITIES

- a. Emotional adjustments
 - (1) Personal growth
 - (2) Discover new sources of inner strength
- b. Added responsibility
 - (1) Sharing of household duties
 - (2) Discover hidden interests and abilities.

3. KEEP IN TOUCH

- a. Write letters
- b. Send pictures, the kids' drawings, newspaper articles you found interesting

4. WORK THROUGH EMOTIONS/FIGHT STRESS

- a. Try to understand and admit to doubts and fears.
- b. Talk about your feelings with a friend, neighbor, coworker, etc.
- c. Take an active role in a social group
- d. If you become totally overwhelmed seek professional help. THIS IS NOT A SIGN OF WEAKNESS!
- e. Spend time with other adults (Volunteer; take a class; take an inexpensive tour.) Don't Stay Cooped up alone!

5. ADDITIONAL TIPS

- a. Take good care of yourself.
 - (1) Eat right.
 - (2) Get rest and exercise.
 - (3) Occasionally treat yourself to dinner out.
 - (4) Set aside time daily for yourself to do something you enjoy.
- b. Take good care of your children.
 - (1) Proper rest, nutrition, and exercise.
 - (2) Spend time with each child individually.
 - (3) Arrange for the children to spend time with friends.
 - (4) Keep a "deployment map."
 - (5) Let them talk to you about their feelings when they bring up the subject.
- c. Think safety and security.
 - (1) Don't make your spouse's absence a matter of public knowledge.
 - (2) Keep emergency phone numbers near the telephone.
 - (3) Contact the military police at the first sign of suspicious activity.
- d. Seek help when you need it.
 - (1) Avoid trying to do everything yourself
 - (2) Take advantage of community support.
 - (3) Contact family, friends or neighbors whenever you need practical or emotional support
 - (4) Be aware of danger signs.
 - (a) In adults - loss of appetite, constant eating, weight loss or gain, sleeplessness
 - (b) In children - sleep disturbances. Nightmares, appetite problems, bedwetting, discipline/school problems

6. PREPARE FOR REUNION

- a. Don't expect things to be perfect
- b. Roles change and have changed; therefore, roles may need to be redefined
- c. Communicate feelings
- d. Go slow
- e. Expect the unexpected
- f. Plan for budget changes
- g. Let the needs of the family as a whole come first

7. SOURCES OF HELP

- a. Army Community Service
- b. Wives' Clubs
- c. Chaplains
- d. Family Support Groups

TAB 5 TO APPENDIX H
MILITARY ACRONYNS, ABBREVIATIONS AND TERMS

ACRONYMS AND ABBREVIATIONS

A--ALPHA

AAFES-Army and Air Force Exchange Service
ACAP-Army Career and Alumni Program
ACES-Army Continuing Education System
ACS/FPC-Army Community Service/Family Program Coordinator
AD-Active duty
ADJ-Adjutant
AER-Army Emergency Relief
AFAP Army Family Action Plan
AFTB-Army Family Team Building
AG-Adjutant General
APC-Armored Personnel Carrier
APF-Appropriated funds
APFT-Army Physical Fitness Test
APO-Army Post Office
AR-Armor/Army regulation
ASAP-As soon as possible.
AUSA-Association of the United States Army
AV-Aviation
AWOL-Absent without leave

B--BRAVO

BAQ-Basic allowance for quarters
BAS-Basic allowance for subsistence
BC-Battery Commander
BCT-Basic Combat Training
BDE-Brigade
BDU-Battle dress uniform (jungle, desert, cold weather)
BN-Battalion
BNCOC-Basic Noncommissioned Officer Course

C--CHARLIE

CDR-Commander
CDS-Child Development Services

CG-Commanding General
CGSC-Command and General Staff College
CHAMPUS-Civilian Health and Medical Program for the Uniformed Services
CID-Criminal Investigation Division
CINC-Commander in Chief
CO/Co-Commanding Officer/Company
COB-Close of business
COLA-Cost of living allowance
CONUS-Continental United States
CPO-Civilian Personnel Office
CPX-Command Post Exercise
CQ-Charge of quarters (duty required after duty hours)
CS/C, of S-Chief of Staff
CSA-Chief of Staff, Army
CY-Calendar year

D--DELTA

DA-Department of Army
DECA-Defense Commissary Agency
DEERS-Defense Enrollment Eligibility Reporting System
DEH-Director of Engineering and Housing
DPW-Director of Public Works
DENTAC-United States Army Dental Activity
DEROS-Date of estimated return from overseas
DFAS-Defense Finance and Accounting System
DI-Drill Instructor
DO-Duty Officer
DOB-Date of birth
DOD-Department of Defense
DOR-Date of rank
DPCA-Director of Personnel and Community Activities
DCA-Director of Community Affairs
DPP-Deferred Payment Plan
DSN-Defense Switched Network (current term for Autovon)

E--ECHO

EDRE-Emergency Deployment Reaction Exercise
EFMP-Exceptional Family Member Program
EM-Enlisted Member
EN-Enlisted
ETS-Estimated time of separation
EWC-Enlisted Wives Club

F--FOXTROT

FA-Field Artillery
FAC-Family Assistance Center
FCP-Family care plan
FLO-Family Liaison Office
FM-Family Member/Field Manual
FMEAP-Family Member Employment Assistance Program
FORSCOM Forces Command
FRO-Family Readiness Officer
FSG-Family Support Group
FTX-Field Training Exercise
FY-Fiscal year

FYI-For your information

G--GOLF

GED-General Education Diploma

GO-General Officer

GS-General Schedule (Government civilian employee pay grades)

H--HOTEL

HHC-Headquarters and Headquarters Company

HOR-Home of record

HQ-Headquarters

HQDA-Headquarters, Department of the Army

HS-Home station

I--INDIA

IADT-Initial Active Duty Training

IET-Initial Entry Training

IG-Inspector General

IN-Infantry

INFO-For the information of

ITO-Information Travel Office/Invitational Travel Order

ITT-Information, Tours, and Travel

IVC-Installation Volunteer Coordinator

J--JULIET

JAG- Judge Advocate General

JR EN-Junior Grade Enlisted Personnel

JR NCO-Junior Grade Noncommissioned Officer

JUMPS-Joint Uniform Military Pay System

K--KILO

KP-Kitchen Patrol

L--LIMA

LEAVE-Vacation

LES-Leave and Earnings Statement

M--MIKE

MACOM-Major Army Command

MEDDAC-Medical Department Activity

METL-Mission Essential Task List

MI-Military Intelligence

MIA-Missing in action

MOS-Military Occupational Specialty

MP-Military Police

MRE-Meals Ready to Eat

MWR-Morale, Welfare, and Recreation

N--NOVEMBER

NA-Not applicable

NAF-Nonappropriated Funds (generally located)

NATO-North Atlantic Treaty Organization

NCO-Noncommissioned Officer

NCOA-Noncommissioned Officers Association
NCOER-Noncommissioned Officer Evaluation Report
NCOIC-Noncommissioned Officer in Charge
NCOWC-Noncommissioned Officers' Wives Club
NEO-Noncombatant Evacuation Operation
NLT-Not later than

O--OSCAR

O CLUB-Officers' Club
OBC/OAC-Officer Basic/Advanced Course
OCNUS-Outside Continental United States
OCS-Officer Candidate School
OER-Officer Evaluation Report
OIC-Officer-in-Charge
OJT-On the job training
OWC-Officers' Wives' Club

P--PAPA

PAC-Personnel Administration Center
PAM-Pamphlet
PAO-Public Affairs Officer
PCS-Permanent Change of Station
PERSCOM-Total Army Personnel Command
PM-Provost Marshal (police chief)
POA-Power of Attorney
POC-Point of Contact
POI-Program of Instruction
POV-Privately owned vehicle
PT-Physical Training
PX-Post Exchange

Q--QUEBEC

QM-Quartermaster
QTRS-Quarters (living area)

R--ROMEO

RA-Regular Army
RD-Rear Detachment
RDC-Rear Detachment Commander
RDF-Rapid Deployment Force
R&D-Research and Development
REG-Regulation
REGT-Regiment
R&R-Rest and recreation
RFO-Request For Orders
RIF-Reduction in Force
RSVP-Reply whether or not you can attend

S--SIERRA

SBP-Survivor Benefit Plan
SD-Staff Duty
SDNCO-Staff Duty Noncommissioned Officer
SDO-Staff Duty Officer
SF-Special Forces

SGLI-Serviceman's Group Life Insurance
SJA-Staff Judge Advocate
SMI-Supplemental Medical Insurance
SOCOM-Special Operations Command
SOP-Standard Operating Procedure
SQD-Squad, a unit within a platoon
SQT-Skills Qualification Test
SRB-Selective Reenlistment Bonus
SSN-Social Security Number

T--TANGO

TAG-The Adjutant General
TASC-Training and Support Center
TDY-Temporary duty
TLA-Temporary living allowance
TMP-Transportation Motor Pool
TRADOC-Training and Doctrine Command

U--UNIFORM

UCMJ-Uniform Code of Military Justice
USO-United Service Organization

V--VICTOR

VA-Department of Veterans Affairs (formerly Veterans Administration)
VHA-Variable Housing Allowance

W--WHISKEY

WO-Warrant Officer

X--XRAY

XO-Executive Officer

Y--YANKEE

Z--ZULU

TERMS

ACCOMPANIED TOUR-Tour of duty with family members
ACTIVE ARMY-On active duty
ADVANCED PAY-Payment before (duty performed] actually earned
ALERT-Emergency call to be ready
ALLOTMENT-Designated payment by soldier to bank or individual
ALLOWANCE-Pay and special compensation
ARMY COMMUNITY-Provides family support services on installation for active duty members and their families
ARTICLE 15-Disciplinary action
BARRACKS/BILLETS-Place where a soldier lives
BENEFITS-Medical, dental, commissary, etc.
CADRE-Leadership at training level
CAISSON-Artillery vehicle
CHAIN OF COMMAND-Leadership structure
CHAIN OF CONCERN-An informal self-help channel for family members
CHAPLAIN-Military ministers, priest, rabbi, or pastor
CLASS As-Green slacks/skirt, light green shirt, tie or neck tab, and jacket
CLASS Bs-Green slacks/skirt, light green shirt, and optional sweater without jacket
CLEARING-Obtaining official release from post or a unit
CODE OF CONDUCT-Rules by which a soldier must live
COLORS-National and unit/organization flags
COMMISSARY-Grocery store for military
COURT-MARTIAL-Trial system within the Army
DAYROOM-Recreation area in soldier lodging
DEPLOYMENT-Soldier sent on a mission without family members
DETAIL-A job or assignment
DIRECT DEPOSIT-Soldier's guaranteed check to bank
DINING IN-Formal social gathering for soldiers only
DINING OUT-Formal social gathering with spouses
DISCHARGE-Departure from active duty
DITY MOVE-Self movement of household goods
DOGTAGS-Identification tags worn by soldiers
DRESS BLUES-Informal attire with four-in-hand tie/formal attire with bow tie
DRESS MESS-Formal attire; short jacket equivalent to "white tie and tails"
DUTY ASSIGNMENT-Job/place while on active duty
ESPRIT DE CORPS-Morale within unit or organization
FAMILY ADVOCACY-Program that assists with child and spouse abuse problems
FAMILY CARE PLAN Written instructions for care of family members while sponsor is away from duty station (can include provisions for finances, wills, and guardianship)
FAMILY PROGRAM-Provides family support services to active duty COORDINATOR members and their families
FAMILY SUPPORT GROUP-Organization of family members, volunteers, and soldiers/civilian employees belonging to a unit/organization that together provide an avenue of mutual support and assistance and a network of communication among the family members, the chain of command, and community resources
FIELD DAY-Designated day for military displays
FIELD GRADE-Majors, lieutenant colonels, and colonels
FORMATION-Gathering of soldiers in a prescribed way
FROCK-Assume next higher grade without pay
FRUIT SALAD-Ribbons and medals worn on uniform
GARRISON-Post or community
GEAR-Equipment used by soldiers

GI BILL-Education entitlement
GI PARTY-Clean up duty
GRADE-Corresponds to pay level of soldier (E-3, O-2, etc.)
GREEN BERETS-Special Forces
GUEST HOUSE-Temporary living quarters
GUIDON-Unit identification flag
HARDSHIP TOUR-Unaccompanied tour of duty
HASH MARKS-Stripes for enlisted members' time in service
HAZARDOUS DUTY PAY-Extra pay for duty in hostile area
HOUSING OFFICE-Where you check in for housing
ID CARD-Identification card issued to legally recognized soldiers and family members
INSIGNIA-Indicates branch of soldiers
JODY CALL-Troop cadence for marching or running
JUNGLE BOOTS-Special boots for tropical climates
K-9-Dogs trained for military police service
KLICK-Slang for kilometer
LATRINE-Toilet
LEAVE-Approved time away from duty
LOCATION ALLOWANCE-Allowance received for PCS move
LOGISTICS-Equipment and support needed for performance
MEDIVAC-Medical evacuation
MOTOR POOL-Area where official vehicles are kept
ORDERLY ROOM-Company office
ORDERS-Spoken or written instructions to soldier
PLATOON-Several squads within a company
POLICE CALL-Clean up
POST EXCHANGE-Army department store
POWER OF ATTORNEY-Legal document permitting a person to act on behalf of another
PROTOCOL-Customs and courtesies
QUARTERS-Government housing for eligible soldiers
RANK-Official title of soldier
REGRETS ONLY-Respond only if not attending
RETREAT-Bugle/flag ceremony at end of day
RE-UP-Reenlist
REVEILLE-Bugle call/ceremony at beginning of day
ROSTER-List of members
SEPARATION PAY-Pay for unaccompanied duty
SHORT TIMER-Person with short time left to serve on active duty
SHORT TOUR-Unaccompanied tour
SICK CALL-Specific block of time for medical attention
SPACE A-Space available
SPONSOR-Person who is salaried by the Government
SUBSISTENCE-Food allowance
SURE PAY-Soldier's guaranteed check to bank
TAPS-Last call of the day

MILITARY TIME

0100----	1:00 a.m. ;	1300----	1:00 p.m.
0200----	2:00 a.m. ;	1400----	2:00 p.m.
0300----	3:00 a.m. ;	1500----	3:00 p.m.
0400----	4:00 a.m. ;	1600----	4:00 p.m.
0500----	5:00 a.m. ;	1700----	5:00 p.m.
0600----	6:00 a.m. ;	1800----	6:00 p.m.
0700----	7:00 a.m. ;	1900----	7:00 p.m.
0800----	8:00 a.m. ;	2000----	8:00 p.m.
0900----	9:00 a.m. ;	2100----	9:00 p.m.
1000----	10:00 a.m. ;	2200----	10:00 p.m.
1100----	11:00 a.m. ;	2300----	11:00 p.m.
1200----	12:00 noon ;	2400----	12:00 midnight

OFFICER GRADES

GA-General of the Army (5-Star)
GEN-General (4- Star)
LTG-Lieutenant General (3-Star)
MG-Major General (2-Star)
BG-Brigadier General (1-Star)
COL-Colonel
LTC-Lieutenant Colonel
MAJ-Major
CPT-Captain
1LT-First Lieutenant
2LT-Second Lieutenant

WARRANT OFFICER GRADES

CW5-Chief Warrant Officer Five
CW4-Chief Warrant Officer Four
CW3-Chief Warrant Officer Three
CW2-Chief Warrant Officer Two
WO1-Warrant Officer

ENLISTED GRADES

SMA-Sergeant Major of the Army
CSM-Command Sergeant Major
SGM-Sergeant Major
1SG-First Sergeant
MSG-Master Sergeant
SFC-Sergeant First Class
SSG-Staff Sergeant
SGT-Sergeant
CPL/SPC-Corporal/Specialist
PFC-Private First Class
PV2-Private E-2
PV1-Private E-1

MILITARY STAFF POSITIONS

G1/S1-Personnel

G2/S2-Intelligence

G3/S3-Training/Operation

G4/S4-Supply/Logistics

***NOTE:** "G" staff is division level or higher

"S" staff is brigade and battalion levels

TAB 6 TO APPENDIX H

FAMILY SUPPORT REFERENCES AND POINTS OF CONTACT

Family members should contact FACS, Learning Resource Centers, post libraries, the Chaplain's office and the Adjutant General's office for reference and inquiry materials. Family members can usually order one copy of a regulation and some official pamphlets by submitting DA Form 4569, USAAPC Requisition Code Sheet, through their unit to the address below:

Baltimore Publications Center, 2800 Eastern Boulevard, Baltimore, MD 28220.

Units may order publications using DA Form 4569. Reserve personnel may also work with their mobilization station.

Several pertinent Army Regulations and DA Pamphlets are:

AR 27-3 Legal Assistance

AR 30-19 Army Commissary Operating Policies

AR 40-121 Uniformed Services Health Benefit Program

AR 55-71 Transportation of Personal Property and Related Services

AR 210-50 Installation Family Housing Management

AR 600-75 Exceptional Family Member Program

AR 608-1 Army Community Service Program

AR 608-9 Survivor Benefit Plan

AR 608-10 Child Development Services

AR 608-18 The Army Family Advocacy Program

AR 640-3 ID Cards, Tags and Badges (Reserve and Guard Dependent ID Card)

AR 930-5 American National Red Cross Service Program and Army Utilization

DA PAM 55-2 It's Your Move

DA PAM 352-5 The Army Family - A Partnership

DA PAM 360-525 Family Assistance Handbook for Mobilization

DA PAM 360-531 Your Personal Affairs - A Checklist

DA PAM 608-28 Handbook on Volunteers In Army Community Services

DA PA-M 608-39 Exceptional Children: An Army Parent Handbook

DA PAM 608-43 A Guide to Family Member Predeployment Briefings

DA PAM 608-47 A Guide to Establishing Family Support Groups

ANGR 600-12 and ANGR 211-1 National Guard Family Programs (Joint Army National Guard and Air National Guard)